

# Captain's Call Kit

**Spring 1999**



**Recruiting Duty Career Builder for Third Class Petty Officers**

**The Challenges of Recruiting and Recruit Division Commander Duty**

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**Commissary Imposes Fee on Dishonored Checks**

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CCK articles may be easily copied for posting on command bulletin boards. Articles may also be used for Plans of the Day, Captain's Call, SITE-TV, the command newspaper or reading and reference purposes. This quarter's articles include the following:

**Y2K and You**

**Y2K Won't Stop Your Pay**

**CPOs May Now Wear Soft Shoulder Boards**

**Physical Fitness: Better Health is Just One of Many Benefits**

**E-mail Common Sense**

If you have any suggestions or comments for articles or ways to improve CCK, please write, call or fax a comment to:

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# LIFELines System of Care Now Available

LIFELines is a new Quality of Life support services delivery system designed to maximize access to high quality QOL information and services while driving down costs. It promotes personal responsibility for self-care and care of others.

The LIFELines System of Care includes an Internet component, the "Quality of Life Mall" and a Broadcast component, the "LIFELines QOL Broadcast Network," which includes video teleconferencing, cable television and satellite broadcasting. LIFELines uses these telecommunications media interactively and applies business practice reinvention approaches to QOL services and programs to create a faster, more efficient QOL support services delivery system.

In January, the Joint Military services partnership in Quality of Life Support Services Delivery, opened its Quality of Life (QOL) Mall and QOL Broadcast Network to the public via the Internet at [lifelines4qol.org](http://lifelines4qol.org). Secretary of the Navy Richard

Danzig hosted the national telecast and Internet broadcast of the Grand Opening Ceremony.

As an Internet-based access and delivery system, the QOL Mall delivers a wide variety of support services over the Internet. When the QOL Mall is fully operational, users can "go shopping" at the Mall to meet their QOL needs, to include: conducting electronic business transactions; reaching a variety of hotlines, helplines and carelines; registering for and taking QOL training courses on-line; scheduling and receiving counseling services; obtaining information about hundreds of services and resources; and, being directly connected to other on-line sources of information and assistance.

To learn more about how to become a LIFELines Partner, please contact one of the following individuals: CAPT Tracy Connors at (202) 433-4069, (DSN 288-4069) or Dr. Randy Eltringham at (202) 433-4070 (DSN 288-4070).

# Recruiting Duty Career Builder for Third Class POs

Since 1998, motivated, hard-working third class petty officers that are shore duty-eligible have been given the opportunity to volunteer for recruiting duty. This initiative provides challenging shore duty billets to Sailors coming off sea duty. Navy recruiting officials estimate it will eventually add hundreds of fresh, sharp recruiters to the field.

Like other recruiters, the new E4s may be able to work in their hometowns. In those hometowns or any other, they appear to have an edge on the recruiting market.

"I'm the same age as many of the people I interview," said recently advanced Aviation Ordnanceman 2nd Class (AW/SW) David R. Eberhart, of Navy Recruiting Station (NRS) Abington, Pa., one of the Navy's first E4 recruiters. Eberhart reported to his station last Fall and has since been advanced to second class petty officer.

"Many young people feel more at ease with me than with older recruiters," said Eberhart. "When I talk to a high school kid, it's like they're talking to a companion rather than listening to their father."

Aviation Electronics Technician 1st Class (AW) Grazyna Maklary, Eberhart's recruiter-in-charge at NRS Abington said, "They have an advantage with younger people in that they

listen to the same music and wear the same clothing, giving them something in common with applicants. They look younger, but they have the desire, initiative and the energy to succeed."

The skills learned — marketing, sales, communication and public speaking — benefit Sailors long after they leave recruiting duty. Eberhart said the benefits to his career in the long run will be the best part.

"In the future, when I go up for the chief's board for officer selection, they'll know from my record and attitude I'm pro-Navy," he said.

Maklary agreed and added, "It's the same as with senior Sailors. They're taking on a challenging, priority, CNO-directed billet. That cannot hurt anybody's career."

Since most recruiters live on the local economy, away from the benefits of a military base, volunteers must be financially sound and ready for a challenging and rewarding assignment. All E4 volunteers are carefully screened by the Navy's Recruiter Selection Team. Interested Sailors should contact one of two Navy Recruiter Selection Teams at commercial (757) 444-4002 (East Coast); (619) 556-9210 (West Coast).

The Navy needs  
**YOU**  
to be a  
recruiter!

For more information, call  
Atlantic: (757) 444-4002  
Pacific: (619) 556-9210



# Commissaries Impose Fee on Dishonored Checks

Customers who write bad checks in commissaries face paying a new administrative fee since the Defense Commissary Agency (DeCA) implemented new business requirements recently passed into federal law. Beginning with checks presented at commissaries Feb. 1, an administrative fee of \$25 is being assessed to patrons whose

checks bounce. The commissary will collect the administrative fee at the time the patron redeems the dishonored

check. The only exception to the new policy will occur when a check bounces because of bank error. If dishonored checks are not redeemed at the commissary within 30 days, the military finance office may charge an additional \$15 fee. If the customer takes no action, the finance office may deduct the debt from the military member or sponsor's pay. Military members will be held responsible for dishonored checks written by family members.

"The great majority of our customers write good checks," said Richard E. Beale Jr., DeCA's director. "In fact, more than 99.8 percent of checks written to commissaries clear just

fine. For the very few that don't, this puts our collection procedures in line with other retailers."

Previously, customers had a 30-day grace period to redeem their dishonored checks without assessment of an administrative fee or penalties by military finance offices. In fiscal year 1998, patrons wrote 43 million checks to commissaries world-

wide. During that same time, banks returned more than 71,000 patron checks to commissaries.



Customers met their financial obligations promptly on most of those returned checks, with about 22,000 checks eventually proceeding to debt collection. The new fees are expected to help further reduce the number of dishonored checks.

The change brings the commissary in line with dishonored check practices and procedures used by the commercial grocery sector, military exchanges and morale, welfare and recreation activities, explained Gary Lutz, DeCA's Director of Resource Management.

Signs informing customers about the new procedures have been posted in commissaries since January.

# News You Can Use For Your Duty Moves...

If you're moving this year, there are several Naval Supply Systems Command (NAVSUP) programs you need to know about.

## **Helpline**

The Navy Household Goods (HHG) Helpline at (800) 444-7789 handles calls for all types of situations. If you have any kind of HHG question, call the helpline for the right answer.

## **Service Member Arranged Move (SAM)**

If you choose SAM, the moving process is much the same as in the private sector. You choose the carrier and negotiate the moving dates, and best of all, you are provided with full replacement value loss or damage protection. SAM is now available at sites in the Puget Sound, Whidbey Island, Norfolk, San Diego and New London areas. Expansion in the Continental United States (CONUS) is scheduled to continue this year.

## **Express Shipments**

Sailors on Permanent Change of Station orders are now authorized shipment of their unaccompanied baggage using expedited shipments such as Federal Express, Roadway Express, time critical services and commercial air, etc. Unaccompanied baggage shipped by express services takes three to seven days in CONUS and 10 to 14 days OCONUS. For more information contact your local Personal Property Office.

## **Do-It-Yourself (DITY) Moves**

You no longer need receipts, but you should provide a signed list of expenses incurred, e.g., rental costs, toll costs, etc., with your claim. The list of expenses is to defray the amount of income taxes on your DITY move income. There are no more vehicle restrictions — all vehicles qualify. Certified weight tickets are still required for incentive payments on all claims. Sailors can now use a toll-free hotline to check on the status of their DITY move claims. The number is (800)742-4467 or (757)443-5412 in Norfolk. The automated number is available 24-hours a day, and you can speak with someone about your claim from 7:30 a.m. to 4 p.m. (EST), Monday through Friday. Call the toll-free number to find out if and when your claim was received, when the claim was processed, the amount of a refund check, if warranted and when the check was mailed.

## **HHG Web Site**

NAVSUP developed a single HHG web site that includes information on all these programs and links to each Fleet and Industrial Supply Center's (FISC's) local HHG web page. The address for the HHG Web page is <[www.navsup.navy.mil](http://www.navsup.navy.mil)> and is located under Corporate Services, 05 Support Services, Household Goods. Online counseling is under development to enable Sailors to get counseling and complete an application for shipment without going to a Personal Property Shipping Office.

## **Beepers**

The Personal Property Shipping Office has two hours to contact the Sailor for direct delivery of the household goods at the destination or the shipment goes into temporary storage. Beepers are now being issued at all FISCs and numerous Personal Property Shipping Offices worldwide to eliminate the storage requirement. When the carrier calls to report the shipment has arrived, the service member is beeped and has two hours to get home to receive his property and avoid storage.

## **POV Storage and Shipment**

Recent changes mean that storage of your POV is now authorized at government expense if the country of your next permanent duty station does not allow you to bring a POV. Second, if you purchase a POV overseas, you may now ship it home at government expense. There are some cautions. You are entitled to ship only one vehicle, which must meet U.S. safety and pollution standards before it can be used in the U.S. All necessary modifications needed to meet these standards are at your expense. Check it out prior to buying a vehicle.

## **"Moving" Pamphlet**

Get a copy of the pamphlet "Moving Made Easy, a Quick Start Guide for Making Your Best Move Ever," from your Personal Property Office. It highlights the procedures from the receipt of your orders through the loss/damage claim. Included are short lists for before moving day, on moving day, on delivery day and after the move.

## **On the Horizon**

NAVSUP is working on an initiative to allow you to track the location of your household goods while they are in transit. You can use the Internet to follow the progress of your household goods shipment from point to point using satellite technology.

In addition, NAVSUP is looking at a buy-it-yourself move program. This program allows you to receive a cash advance to buy your own move based on a prearranged total cost, with the incentive of keeping the difference if the move is completed at a lower cost. More information about these and other initiatives will be released as they are finalized.



Help for Moving  
Household Goods is Here!

Contact the  
Navy Household Goods Helpline at 1-800-444-7789  
or check out the Household Goods web site at  
[www.navsup.navy.mil](http://www.navsup.navy.mil)  
Select "Corporate Services" then "Household Goods"  
under Support Services

# The Challenges and Rewards of Recruiting and Recruit Division Commander Duty

The Navy has two programs which are absolutely critical to the Navy's continued success -- recruiter and recruit division commander duty. We need our most talented Sailors in these demanding and very rewarding leadership assignments.

Some of the benefits of being a recruiter include: special duty assignment pay of \$375 per month; a high probability of being stationed at any number of desired locations throughout the United States; improved advancement opportunity, including possible meritorious advancement up to E-7 through the Recruiting Excellence Incentive Program (REIP); five weeks of intensive training in Pensacola, Fla., plus follow-on training throughout the tour; guaranteed choice of coast assignment following a recruiting tour; and sea duty credit of up to 24 months for certain recruiting districts.

Recruit division commander duty benefits include: special duty assign-

ment pay of \$275 per month; designation of the tour as neutral duty and awarding of the Recruit Training Service Ribbon for those RDC's who successfully train nine divisions; a supplemental clothing allowance rate of \$220/yr; no-cost dry cleaning; and (historically) greater E-6/E-7 advancement opportunity.

The Navy Recruiting Command's Recruiter Selection Team will continue taking the recruiting message to fleet concentration areas.

All officers, chief petty officers and LPOs should identify hard-charging, professional Sailors for assignment to recruiting and recruit division commander duty. These two important programs help mold tomorrow's Sailors...part of our country's fighting force. Leadership is committed to ensuring these duties remain professionally and personally rewarding. We need our best to recruit and train our best ... our future depends on it.





# PHYSICAL FITNESS

## ***Better Health: Just One of Many Benefits***

by MMCM(SS/SW/AW) John Herdt, Master Chief Petty Officer of the Navy

Many of us set personal goals to improve personal health and fitness. Several of us resolve to drop a few pounds, hit the gym more often or to quit smoking. But physical fitness should be something we think about more often than when we take our semiannual physical readiness tests or when making New Year's resolutions. It's a way of life, and since August of 1994, it has been mandatory for Sailors to PT at least three times a week.

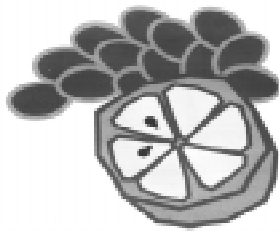
Working out offers more benefits than just fitness and better health. If you exercise as a group, you can help build teamwork, camaraderie and morale in your unit. Never underestimate the effectiveness of singing and cadence calling while running in step to build unity and promote cohesion and teamwork. Get creative with cadences.

Whether you PT individually or as part of a group, sticking to a training schedule also requires strengthening your personal discipline. Committing to getting up early every morning is a test of your resolve. Also, pushing yourself to run faster or lift a heavier weight, requires discipline. Following through will also bolster your self-confidence and for those of us in khakis, we need to set the example for others to follow.

## Take a fresh look at Nutrition

### ***Here's some helpful tips:***

1. Healthful snacking can help you moderate the amount of food you eat so that you will be less inclined to overeat at the next meal.
2. Eating a variety of foods from the five food groups is a great -- and enjoyable -- way to get the 40 or so essential vitamins and minerals and the fiber you need.
3. Vitamins are not a source of calories, but instead help convert food into energy. Foods are the best source of vitamins.
4. An eating style that promotes your overall health is based on: Variety--enjoying many different foods from all of the food groups; Balance--including enough, but not too much, of any one kind of food; and Moderation--in use of fats, oils, added sweets and portion sizes.
5. Quick-service restaurants offer many options, making it easy to maintain healthful eating. Healthy choices include a grilled chicken sandwich, salad with low-fat dressing and fat-free milk or frozen yogurt. Brown bag lunches allow a lot of flexibility. Some ideas include pasta leftovers, frozen entrees



(if your workplace has a freezer and microwave) and sandwiches made with whole-grain bread, low-fat deli meats like lean roast beef, ham or turkey and sliced vegetables. Finally, depending on your vending machine selections, look for pretzels, peanuts, fruit juice and yogurt, to create a healthful mini-meal.

6. Finding the right mix of physical activities and leisure time makes life fun all year round. Think positively about keeping your body in good working order. Doing fun and novel physical activities you enjoy will help keep you energized.
7. Three popular ethnic cuisines, Chinese, Italian and Mexican, offer healthful dishes, such as stir-fried vegetables, linguine in marinara sauce and rice and beans. All are high in complex carbohydrates, including fiber, and are flavorfully seasoned.
8. Two to three ounces of cooked lean beef, poultry with the skin removed or fish constitute one serving.
9. To include calcium without the fat, eat two to three servings of low-fat or fat-free dairy products, rather than whole or full-fat dairy products.



# Y2K and You



As we approach the Year 2000, many Sailors have questions about the Year 2000 problem and its potential impact on the Navy. Here are just a few typical questions, with answers by the CNO's Y2K Project Office.

**Q:** *The Year 2000 problem appears to be very complex. Will the Navy be ready in time?*

**A:** More than 80 percent of our "Mission Critical Systems" are completed, validated and installed today. The rest will be done by October 1999. We started Integrated Battle Group Testing in February 1999. The Navy is fully mission capable today, and will be well into the next millennium.

**Q:** *To learn how Y2K will affect my ship or station, whom should I contact?*

**A:** Start with your chain of command. Local Y2K coordinators are available for specific inquiries. Major commands such as Type Commanders, Fleet Commanders and System Commanders are putting detailed Y2K information and updates on the World Wide Web. You can get a great start in your Internet exploration of Y2K by checking out the CNO Y2K Project Office web site at <http://www.cnoy2k.navy.mil/ny2k/ny2k.htm>.

**Q:** *I live in base housing. What is happening to ensure that I have power and water utilities on January 1, 2000?*

**A:** Every Public Works Department is working in conjunction with base authorities as well with local utility providers to ensure that all utility services will achieve a smooth transition. Components such as power grids are being examined and evaluated, and contingency plans are being written, or are already in place, to compensate for any isolated outages. Planning is in place to make Jan. 1, 2000 just another New Year's Day.

**Q:** *I use direct deposit. Is my pay going to be affected?*

**A:** This is a two-part problem. Our pay and personnel systems are considered mission critical and are being implemented and tested along with our weapons systems. The Navy will be ready January 1, 2000. The second part is beyond Navy control. Because we all use different banks and each individual bank must also be Y2K ready for electronic funds transfer to work, we have to be ready in case the transfer fails. Contingency planning is being conducted to take care of any isolated problems. Most major banks are already Y2K ready, but it's still a good question for each of us to ask the financial institutions we use: "Are you Y2K compliant?"

Do you have a Y2K question you'd like answered? *All Hands* Magazine has initiated a new column called "Y2K and You" designed to answer your questions about the Year 2000 problem. A few questions every month are selected and *All Hands* will coordinate with the experts for answers. You can mail your questions to *All Hands* Magazine (ATTN: Y2K and You), NAVSTA Washington, Anacostia Annex, 2701 S. Capitol St., Bldg 168, Washington, D.C. 20374. Or you can send us an email at [allhands@mediacen.navy.mil](mailto:allhands@mediacen.navy.mil). Be sure to include your name, rate and duty station and don't forget to put the words "Y2K and You" in the subject line.



# Y2K Won't Stop Your Pay

The Year 2000 computer problem won't affect DOD's ability to pay service members, and troops don't need to do anything special to protect their personnel or medical records, says Deputy Defense Secretary John J. Hamre.

The Year 2000 problem, nicknamed "Y2K" or the "millennium bug," refers to the computer industry's past practice of using the last two digits of years rather than all four. For example, "1999" would be written "99." Old hardware and software are widely used and no one really knows what these systems will do Jan. 1, 2000 — they might treat "00" as "1900." Government and industry are scrambling for "compliance" — assurance their systems will handle the year change correctly.

Hamre said all DOD pay systems are already Y2K-compliant, and DOD will continue to test the systems in March and

April to ensure they will work.

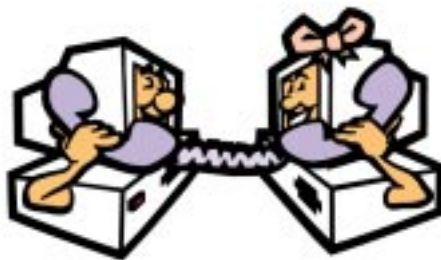
"It's more complicated than just, 'Will our computers properly calculate pay?'" Hamre said. "We have to get electrons over to the Treasury Department. The Treasury Department has to pass on those electrons to the banks. The banks have to spread it

out all over. We have something like 800 banks we do business with on a day-to-day basis."

Hamre said DOD is working with all concerned to make sure pay will continue to flow. He also said personnel and medical computer systems are also Y2K-compliant.

Hamre concluded that the Defense Department will be able to defend the United States and its vital interests in 2000 despite the millennium bug. He stood by his characterization from last October that DOD's Y2K problem will be more a "nuisance" than a crisis.





# E-mail Common Sense

E-mail over Niprnet or Internet circuits is neither secure nor private, and quite likely can find its way into the public domain. Because of modern technology, anything put into an unclassified e-mail can instantly propagate around the world, possibly falling into the hands of a potential adversary or into the press. Either way, a seemingly innocuous comment or discussion of operations can boomerang.

With the introduction of IT-21 systems, e-mail afloat has significantly improved both operational and quality of life communications. Navy-wide management procedures to implement web page security, to control e-mail loading, and to construct web pages

for optimum bandwidth utilization are being addressed. Lessons learned from deployed battle groups have provided further insight on managing IT-21 capability.

Procedures and regular emphasis to protect against inadvertent disclosure of classified information and insensitive or inappropriate comments on email circuits are best implemented by individual commands. E-mail procedures should be regularly emphasized. All hands should understand inherent vulnerabilities with this technology. Use common sense and be careful.

# CPOs May Now Wear Soft Shoulder Boards

Soft shoulder boards and metal devices have been approved for wear on chief petty officer (CPO) uniforms by the Chief of Naval Operations.

The CPO shoulder boards will be available in June. Effective immediately, CPOs may optionally wear garrison cap devices (approximate size: 1-1/4 inch) on blue windbreakers, khaki windbreakers, black dress jackets and all-weather coats until Oct. 1, 2000, at which time devices will become mandatory for CPOs. The insignia is not authorized for wear on reefers and overcoats.

Correct wear of devices on outer garments is as follows: place garrison cap device on each epaulet centered from side to side with the bottom edge of the device approximately 3/4 inch from the squared end of the epaulets.

Soft shoulder boards may be worn optionally on the service dress blue white shirt and black v-neck sweater until Oct. 1, 2000, at which time they become mandatory. CPO soft shoulder boards should be available in June at all Navy Uniform Shops or by calling Navy/Marine Corps Uniform Support Center (1-800-368-4088). During the transition period, if a male CPO wears the service dress blue white shirt with epaulets, soft shoulder boards are required.

